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T H E U L T I M A T E

SMART Board™

Troubleshooting

GUIDE

Is stress over your SMART Board getting you down? Read on and find the answers to

FREQUENTLY ASKED SMART BOARD TROUBLESHOOTING QUESTIONS

from the Teq professional development and support staff.



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How do I setup my SMART Board once it's been installed?

First, you will need to connect two cords to your computer. The USB cord (normally a black cord with a thin, rectangular head — like a flash drive), and either a VGA cord (a 15-pin, trapezoid-shaped head with 2 screws on the side) or an HDMI cord (a thin, trapezoid-shaped head). Next, confirm you have the SMART Notebook software installed (if not, see the next question, “How do I download SMART Notebook?”).

The SMART Board status indicator light (located at the bottom right for a 600 series board and on the pen tray for the 800 series board) should be solid green. Your projector image should mirror your desktop (if not see “How do I get my SMART Board to mirror my computer screen?”). Follow this link to Download the [SMART Board Quick Reference Guide](#)

Once your computer is on and its image is projected on the SMART Board, it is time to “orient” the board. Press the keyboard and right-mouse-click buttons located on the pen tray, in front of the eraser, at the same time to begin the SMART Board orientation. Press the center of each target as it lights up. Your board is now oriented and ready for use!



How do I download SMART Notebook software?

You can download the latest version of SMART Notebook from SMART's website. SMART Notebook Collaborative Learning Software is the first choice on the Downloads page. Click "Choose a Version" and select your operating system (Windows, Mac, or Linux). On the following page, please verify that your computer meets the minimum requirements for SMART Notebook, then press the download button. Save the file to an easily accessible folder on your computer (the "downloads" folder will likely be the default location if you don't choose one). When the download is complete, open the installer and follow the installation instructions.

Please note, that SMART Notebook 11.4 is the last free version of the software, and will no longer be updated. SMART Notebook 14.2 is the latest version and will continuously be updated with new education add-ons and features. To get more information about SMART Notebook 2014, visit teq.com/smart-notebook.



Watch this video to see one of our Professional Development Specialists show you how to download the software: www.teq.com/video/how-to-download-smart-notebook-software-onto-your-computer



How do I register my SMART Board?

To extend the warranty, you can register your SMART Board on SMART's website. In the white box at the bottom of the registration page, enter the serial number for your SMART Board (found on the side of your SMART Board), including hyphens. Then hit the "Validate" button. Once the numbers are validated, press next. You will then be asked for your school information and an email address. A confirmation email with your product key for SMART Notebook will be emailed to you.



Watch this video to see one of our Professional Development Specialists show you how to register a SMART Board: www.teq.com/video/register-your-smart-board-using-its-serial-number



How do I get a SMART Notebook product key?

A product key will activate your software and remove the 30-day trial limitation. A product key would look similar to this one: [NB-YEATG-DIAY4-LTG38-JRAIR]. Registering your SMART Board will give you a product key. If you have registered your SMART Board but cannot locate your product key, you can use the “Retrieve your SMART software product key” option at SMART’s software activation and product key help page. You can enter any one of your school’s SMART Board serial numbers along with your email address and the product key will be sent to you.

Product keys can also be found on computers that already have a product key entered.



Watch this video to see one of our Professional Development Specialists show you how to locate a product key on your computer: www.teq.com/video/activate-smart-notebook-using-a-product-key

Support center > Retrieve your SMART software product key

Retrieve your SMART software product key

Please enter your serial number and e-mail address below to recover your SMART software product keys that you received when you registered your product.

NOTE: If you have SMART Notebook 11.1 software on your computer, you don't need a product key to activate it. You do need a product key to activate SMART Notebook Math Tools and 3D tools for SMART Notebook software.

Enter your serial number

Type the serial number in the box below
([Find your serial number](#))

Enter your e-mail address

Enter the e-mail address you used when you registered your SMART hardware.
(If you do not know that e-mail address enter your current e-mail address)

Submit



How do I get my SMART Board to mirror my computer?

On a Windows desktop computer: From the Start menu on Windows, select the control panel. In the Windows control panel, choose the display settings option. In the new box that opens, there will be a tab that says "screen resolution" (this screen will vary depending on your Windows version). You will either have a choice that says "Multiple Displays" (in which case you will select "Duplicate" then hit apply), or a line that says "Mirror Display" with a check box next to it. Check the box and hit apply.

On a Windows laptop computer: Located at the bottom left of the keyboard, locate the FN key. Hold this key and press either F8 (Dell computers) or F4 (HP computers). Repeat this process until the laptop and the computer show the same image. If this does not work, follow the instructions for a Windows Desktop computer.

On a Mac: Many Mac computers will mirror the display by pressing F7 while on the desktop screen. If that does not work, click on the Apple icon in the top left of the screen and select "System Preferences". Select Displays, then choose the "Arrangement" tab. On the bottom of the screen, check the "Mirror Displays" box.



Why won't my SMART Board react to touch?

The ready light (located on the pen tray or at the bottom right corner of your SMART Board) should be green. If it is unlit, the board is not getting power. Check the USB connection to the computer (see question #1). If the ready light is indicating anything other than a solid green light, you can use this flow chart to assist you in troubleshooting the ready light.

How do I fix the touch on my SMART Board?

First, try orienting your board by pressing the keyboard and right-mouse-click buttons located on the pen tray (in front of the eraser) at the same time to begin the SMART Board orientation. Press the center of the each target as it lights up and moves around. If that does not work, try resetting the board. For a 600 series board, press the small blue button, located on the side of the SMART Board at the bottom right by the light, using the tip of one of the pens. The SMART Board status light should turn red and the lights on the pen tray will cycle through twice. Release the button and test the board. For an 800 series board, the reset button is located on the bottom of the pen tray. When pressed the lights on the pen tray will flash. If the touch on the board is still off, try reinstalling SMART Notebook software. If you are still having issues after that, please contact technical support.



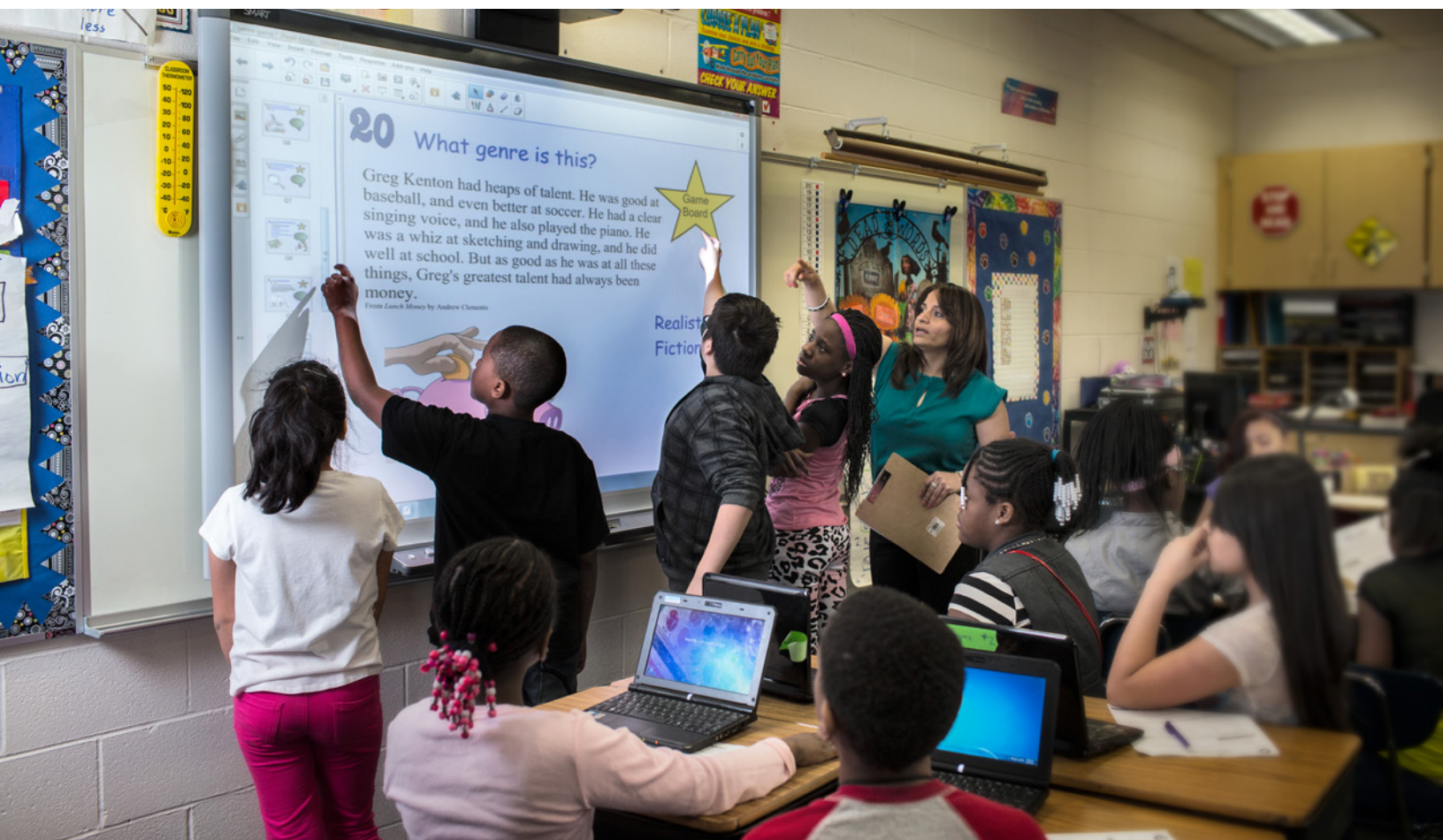
How do I switch sound from my computer speakers to my SMART Board speakers?

For Windows, click start, and select "control panel." From the Windows control panel, depending on your Windows version, you will either have a choice that says "Sound" or "Audio." Once you open that box, you will either have a tab that says "Audio devices" or "Playback devices." If your SMART Board speakers are connected, there will be a choice that says "USB audio device." Right-click this option and choose "Default device," then hit apply. Close and reopen any applications that play sound and the sound should now come from the SMART Board speakers.

On a Mac, click on the Apple icon and select "System preferences." Select "Sound" from the icon list. Move to the "Output" tab and choose "USB audio device." Then close the window.



Watch this video about troubleshooting speakers with no audio. <http://www.screencast.com/t/rv43T24CGb>



What do I do if my projector says "check air flow" and shuts off?

This message occurs because your projector filter is blocked. Verify that there is no object, such as a sheet of paper blocking the filter located at the back of the projector, on the side facing the wall. If there are no obstructions, please see the next question and video, "How do you clean the projector filter?"

How do you clean the projector filter?

The filter is located on the back of the projector, on the side facing the wall. Pull down the tab holding the filter (there are no screws to remove). Remove the filter from the tab and vacuum any dust out of the filter. Alternatively, a replacement filter can be found in the projector box with replacement projector bulbs. Put the filter back in the tab and re-insert it into the projector. From the projector menu, highlight "filter time" and then press the right arrow twice. The filter hours will then be reset.



Watch this video about how to clean and replace a projector filter.

<http://www.screencast.com/t/4RKYOhcTeWIW>



How do I connect my computer to a SMART Board that is all the way across my classroom?

USB cables have a maximum length of 16 feet because of the how the cable works with respect to electromagnetic fields. If your computer is more than 16 feet away from your SMART Board, you'll need a USB extender in order to string two USB cables together. USB extenders are easy to procure at stores that carry AV supplies. You can also purchase a USB extender with Teq. To learn more, visit <http://www.teq.com/usb-extendors>.



What new features are included in SMART Notebook 2014?

As we stated previously, you can still use SMART Notebook version 11.4 but that version will no longer be updated in the future. SMART will now be updating and supporting SMART Notebook 2014. This update brings many new features and add-ons. Several new pens are available with the new version, including a Math Text Pen and a Text Edit Pen. These two pens allow one to edit/insert math expressions and words as text without the use of a keyboard. Notebook 14 also includes powerful add-ons, such as Geogebra and SMART Blocks add-ons for math, XC Collaboration for assessment and engagement, and Notebook Connect for content and resources. You'll receive other add-ons as SMART creates and adds them to the software. Notebook 14 also includes access to SMART Response VE, an assessment tool that utilizes internet capable devices as "clickers" in addition to existing SMART Response hand-held devices. Navigate to this website to view additional features.



How do I control my SMART Board from my iPad?

This is something that teachers have wanted to do ever since iPads were introduced into the classroom. It just makes sense.

The new SMART Notebook Maestro add-on interacts with SMART Notebook's iPad app, and gives teachers the ability to remotely control and interact with their SMART Notebook software on their SMART Board using their iPad.

Maestro will be able to change and manipulate objects and pages in your SMART Notebook file, without disrupting the flow of the lesson. Available for download now, Maestro will only be available for customers with both an active SMART Notebook Advantage subscription and SMART Notebook 14.2 or higher.



Is there professional development I can take from school or from home?

Teq Online PD allows you to participate in live sessions pertaining to many topics with regard to effective technology use in the classroom. With Teq Online PD you can also view recorded professional development videos any time, any where, on any device. Visit www.teq.com/teqonlinepd to learn more or start a trial.





About Teq

Teq offers a full spectrum of professional development services designed to empower educators, improve technology integration, and increase student achievement. Since 1972, we've remained one of the largest providers of interactive classroom technology in the nation.

Our model fosters passion and creativity in the classroom, offering a unique blend of experienced service and support. We take a holistic approach to strengthening school goals, while differentiating the practice for individual educators.

To learn more about solutions for your district, visit teq.com or call 877.455.9369.

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